



North Central London
Clinical Commissioning Group

An abstract graphic on the left side of the slide, composed of several overlapping triangles in various shades of blue, teal, and lime green, creating a dynamic, geometric pattern.

Staff Briefing 18 June 2020



North Central London
Clinical Commissioning Group



Staff consultation update

Staff consultation

- When the CCGs merged on 1 April all staff from the five organisations transferred to the new CCG, following a TUPE consultation.
- Prior to the transfer to the new organisation, we had undertaken a restructure of the Executive and Director levels to form a single management structure but the majority of staff transferred in their current roles.
- The decision was made at the start of the Covid-19 pandemic to pause the Wave 2 staff consultation process.

- Throughout the Covid-19 response we have seen the health and care system work in new ways – with the CCG working more closely than ever with partners.
- All staff have played a part in supporting these new ways of working, either directly in the pandemic response or in rapidly moving to remote working to deliver CCG critical work.
- The response to the Covid-19 pandemic has accelerated the journey we were on towards an Integrated Care System in NCL and has highlighted some of the changes we need to address in how we work going forward.

- As such, the consultation process for the structures as they were proposed (Wave 2 and Wave 3) will be stopped.
- We will work through what we have learnt about these new ways of working and begin a new change programme, to ensure we are set up to play our role effectively within an Integrated Care System in the longer term.
- This will mean going back and reviewing the organisation as a whole – including the executive and senior management functions.

- As part of ensuring we develop the organisation it will be really important that we hear from our staff and build on local successes, as well as learning from elsewhere in the country.
- We will be working over the coming months to develop a vision for NCL CCG and the operating model required to work most effectively in an Integrated Care System.
- There will be events and workshops to get feedback from all staff as the Integrated Care System arrangements develop in the coming months.
- We will keep all staff updated as these sessions are booked in.

Staff consultation

The key milestones for this are:

- Stop current staff consultation: now.
- Continue to ensure flexible arrangements are in place to deliver Covid-19 and core business as usual activity.
- Develop a clear vision and operating model for NCL CCG.
- Begin a new change process over the Summer.



Summary of the recent Supporting Staff during Covid-19 survey

Introduction

- The aim of the survey was to hear staff views and comments on health and wellbeing, communication, working arrangements and areas of improvement during this unexpected time.
- The survey was available for completion online from 27 April to 10 May 2020.
- A total of 227 staff completed the survey.
- Thank you to all staff that took the time to complete the survey.

Positive feedback

- The majority of staff who completed the survey strongly agree with the current support that the CCG has been providing to support staff during the Covid-19 pandemic.
- Staff felt able to maintain effective working relationships with managers and colleagues throughout the CCG whilst working remotely.
- Staff identified that the CCG is providing effective communication mechanisms during Covid-19 and acknowledged the level of communication mechanisms the CCG has put in place to ensure staff are kept fully up-to-date on the most recent information.
- Whilst there is room for improvement listed below, the majority of staff identified that they have the correct technology to support them in their role and working remotely, for example, working phone, laptop, network connection, Intranet access etc.

Areas for improvement

Staff have taken considerable time to feedback a number of comments to support the CCG in developing and implementing a number of improvements to further support staff during this time. The areas for improvement are listed below:

- Working hours and management of work load.
- IT/network issues, including access and information on intranet.
- Line Management support.
- Informal virtual forums for staff across the CCG to interact.
- Support with home workstation set-ups.
- Approach to staff briefings and streamlining of critical information.
- Clarity of consultation process.

Quick fact findings

82.5% of respondents agree or strongly agree with the current support on staff health and wellbeing initiatives, and communication mechanisms implemented to support staff during the Covid-19 outbreak.

78% of respondents find support and contact with colleagues the most useful during this time.

86% agree or strongly agree to have a clear understanding on the role and priorities of the CCG in responding to the COVID-19 pandemic.

89% agree or strongly agree they have appropriate support and contact with their manager and other work colleagues during this time.

88% agree or strongly agree they are still able to work closely with colleagues from other teams and boroughs as we respond to COVID-19 while working from home.

87% agree or strongly agree they have the right amount of contact with their colleagues during this time.

Quick fact findings

84% agree or strongly agree to have a clear understanding of their role and priorities in supporting the CCG to respond to the COVID-19 pandemic.

77% agree or strongly agree they would welcome virtual team activities organised between staff colleagues.

181 respondents find Team Meetings most useful and informative during this time.

90% agree or strongly agree that the communication mechanisms in place allows them to keep fully up to date with all issues associated with Covid-19.

75% agree or strongly agree to have the correct technology to support them in their role for example, working phone, laptop, network connection, Intranet access etc.

86% agree or strongly agree to have an appropriately set-up workstation at home.

85% agree or strongly agree to feeling well supported by the CCG in managing their caring responsibilities during this period.

Next steps

- Action planning work is being undertaken to address the areas for improvement.
- The overall aim of the proposed action plan is to develop and implement a number of improvements to further support staff during Covid-19.
- The work associated with the action plan will be led by the HR team.
- We will keep staff updated on initiatives and opportunities to be involved in future staff briefings.
- The full survey summary report is [available on the staff intranet](#).



Demographic health risk assessments

Demographic health risk assessments

- Staff that have not yet completed the demographic health risk assessment – and would like to – are encouraged to arrange a meeting with their manager as soon as possible.
- The deadline for submissions is Monday 22 June 2020.
- There is one final HR drop-in session this week that staff may wish to attend to ask questions:

Friday 19 June 2pm to 3.30pm

- Email HR to arrange a time, and they will send a meeting invitation via MS Teams: nclccg.hrcovid19@nhs.net.



Safeguarding fortnight

Safeguarding is everyone's responsibility

- NHS safeguarding fortnight allows us an opportunity to raise awareness of our safeguarding responsibilities and reflect on any areas that might require improvement.
- CCGs have a statutory responsibility to safeguarding, as identified in the Children Act 2004 and the Care Act 2014.
- We all have a role in safeguarding and promoting the welfare of children and adults with care and support needs – through awareness raising, undertaking relevant training and tackling any issues identified through your work.
- Lockdown has magnified health inequalities with communities and residents already at risk now more vulnerable.

Safeguarding is everyone's responsibility

What can staff do?

- ✓ Ensure you have undertaken your mandatory training.
- ✓ Attend one of the lunchtime events delivered by NHS England.
- ✓ Attend [Integrated Care Systems: the future of integrated safeguarding on Thursday 25 June from 12pm to 1pm.](#)
- ✓ Look out for further information in the staff newsletter.
- ✓ Look up your local Adult/Children Safeguarding Partnerships which offer advice and guidance for professionals, our residents, families, children and young people.
- ✓ Visit [NCL CCG's safeguarding page](#) to find out more.

Safeguarding is everyone's responsibility

Local safeguarding designates

Borough	Designates
Barnet	Assoc Director / Designated Nurse Safeguarding Children: Siobhan McGovern Adult Safeguarding Lead: Heather Wilson Designated Nurse Looked After Children: Christine Jenkinson
Camden	Designated Nurse Children: Jackie Dyer Designated Adult Lead: Sarah Philips
Enfield	Ass Director / Designated Nurse Safeguarding Adults: Carole Bruce-Gordon Designated Nurse Children: Christina Keating
Haringey	Designated Nurse Children: Miranda Tapfumanei Designated Adult Lead: Angela Sealey
Islington	Designated Nurse Children and Looked After Children: Marie Fitzpatrick Designated Adult Lead: David Pennington



North Central London
Clinical Commissioning Group



Annual reports 2019/20

Annual reports 2019/20

- Thank you to all staff who have contributed to the development of the 2019/20 Annual Report and Accounts for each of the five CCGs in recent months.
- This is a huge piece of work, which has been undertaken alongside increased workloads due to Covid-19.
- The NCL CCG Audit Committee approved all five at their meeting on Wednesday 17 June.
- The Annual Report and Accounts highlight the huge achievements made in each borough in 2019/20, including all the outstanding efforts made to support the merger of the five CCGs to become NCL CCG on 1 April 2020.